

Before The
POSTAL RATE COMMISSION
WASHINGTON, D.C. 20268-0001

Postal Rate and Fee Changes, 2006)

Docket No. R2006-1

OFFICE OF THE CONSUMER ADVOCATE
INTERROGATORIES TO UNITED STATES POSTAL SERVICE
(OCA/USPS-8-18)
(July 5, 2006)

Pursuant to Rules 25 through 28 of the Rules of Practice of the Postal Rate Commission, the Office of the Consumer Advocate hereby submits interrogatories and requests for production of documents. Instructions included with OCA interrogatories OCA/USPS-T32-1-7, dated June 2, 2006, are hereby incorporated by reference.

Respectfully submitted,

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OCA/USPS-8. This interrogatory concerns the ability of the Postal Service to determine the number of pieces of mail that is entered into the postal system versus the number that is delivered.

- a. Does the Postal Service track the number of pieces of mail that come into its system versus the number that is delivered?
 - i. If a precise number is known, please provide it, and state the source of the figure provided.
 - ii. If a precise number is not known, then please provide a ball park estimate of the number of pieces entered into the postal system and the number of pieces delivered.
- b. Please answer questions a., a.i. and a.ii., separately, for the following classes/subclasses of mail. Include a description of the sources of information used to answer these questions.
 - i. First Class
 - ii. Priority Mail
 - iii. Express Mail
 - iv. Package Services
 - v. Periodicals
 - vi. Standard Mail

OCA/USPS-9. What percent of mail is not delivered to the recipient NOR returned to the sender? Also, provide an answer to this question, separately, for the following classes/subclasses of mail:

- a. First Class

- b. Priority Mail
- c. Express Mail
- d. Package Services
- e. Periodicals
- f. Standard Mail

State the source(s) for all answers provided above.

OCA/USPS-10. What is that mail called within the Postal Service that has been entered but not delivered? Missing mail? Undelivered mail? If neither of these is the correct term, then please provide the term used by the Postal Service.

OCA/USPS-11. List the types, and locations, of all facilities where missing/undeliverable mail is held/processed/disposed of. Specially identify those facilities whose primary function is to hold/process/dispose of missing/undeliverable mail. Include the addresses of the latter facilities.

OCA/USPS-12. Does the Postal Service track WHY mail is not delivered?

- a. If so, list the 15 top reasons (by frequency) that mail is not delivered.
- b. Please break down these reasons by percentage of total.
- c. List the 5 leading reasons mail is not delivered, separately, by class of mail for each of the following classes:
 - i. First Class
 - ii. Priority Mail
 - iii. Express Mail
 - iv. Package Services

- v. Periodicals
- vi. Standard Mail

State the source(s) for all answers provided.

OCA/USPS-13. How many pieces of undeliverable mail does the Postal Service sell each year in total? Also, how many pieces of undeliverable mail does the Postal Service sell each year by class/subclass of mail for the following classes:

- a. First Class
- b. Priority Mail
- c. Express Mail
- d. Package Services
- e. Periodicals
- f. Standard Mail

State the source(s) for all answers provided.

OCA/USPS-14. This interrogatory concerns the disposal of undeliverable mail.

- a. How much revenue does the Postal Service realize by selling α deliverable mail each year? State the source(s) of the answer.
- b. What kinds of entities does the Postal Service sell undeliverable mail to? (E.g.: Private companies? The public? Government agencies?) State the 10 primary types of purchasers in descending order by number of pieces of undeliverable mail sold.

- c. How does the Postal Service arrange the sale of undelivered mail? For instance, via existing contacts? Auction? Public notice? Please list the 10 primary types of arrangements in descending order by number of pieces sold.
- d. Please list the total amount of revenue realized from the sale of undeliverable items, separately, by class of mail for the following classes/subclasses:
 - i. First Class
 - ii. Priority Mail
 - iii. Express Mail
 - iv. Package Services
 - v. Periodicals
 - vi. Standard Mail
- e. For the monies listed in answer to part d. of this interrogatory, are they credited separately to the relevant classes of mail? Explain in full.

State the source(s) for all answers provided above.

OCA/USPS-15. How does the Postal Service dispose of undeliverable mail that it does NOT sell? Explain fully. If disposal of mail varies by class of mail, then state separately for each class/subclass of mail (i.e., First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail) how disposal is effected.

OCA/USPS-16. This interrogatory concerns consumer complaints about the Postal Service and records that are kept of these complaints.

- a. When U.S. consumers have a complaint about USPS service, is there a form or forms they fill out to complain? What is the name of the form(s)? Is it available in hard copy and electronically? Explain fully all answers.
- b. How many consumer complaints did the Postal Service receive in each of the following years? 2000, 2001, 2002, 2003, 2004, 2005.
- c. What is the percentage breakdown of all consumer complaint categories? (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- d. What is the actual number of complaints for each category? (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- e. What is the actual number of complaints about undelivered mail? Provide the total figure for all mail and, separately, figures for the following classes/subclasses of mail: First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail. (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- f. What is the actual number of complaints about mis-delivered mail? Provide the total figure for all mail and, separately, figures for the following classes/subclasses of mail: First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail. (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- g. What is the actual number of complaints about mail that was not forwarded properly? Provide the total figure for all mail and, separately, figures for the following classes/subclasses of mail: First Class, Priority Mail, Express Mail,

Package Services, Periodicals, and Standard Mail. (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).

- h. What is the actual number of complaints about Express Mail that did not arrive in the guaranteed time frame? (Provide this figure for each of FY2004 and FY2005, and all available quarters in FY2006).
- i. What is the actual number of complaints about mailed items that were lost? Provide the total figure for all mail and, separately, figures for the following classes/subclasses of mail: First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail. (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- j. What is the actual number of complaints about mailed items that were damaged? Provide the total figure for all mail and, separately, figures for the following classes/subclasses of mail: First Class, Priority Mail, Express Mail, Package Services, Periodicals, and Standard Mail. (Provide these figures for each of FY2004 and FY2005, and all available quarters in FY2006).
- k. What is the actual number of complaints about postal insurance not paying for loss or damage? (Provide this figure for each of FY2004 and FY2005, and all available quarters in FY2006).

State the source(s) for all answers provided above.

OCA/USPS-17. In order to understand the nature of the complaints of postal customers, please provide the following: A copy of every consumer complaint form submitted to the Postal Service, no matter what the format, for the week of October

10th, 2005 or, if unavailable, the most recent, complete, single week for which complaints are available.

OCA/USPS-18. This interrogatory seeks information on Decision Analysis Reports (DAR) presented to the Board of Governors.

- a. For DARs presented to the Board of Governors during Fiscal Years 2003, 2004, and 2005, please provide a table categorizing investments by type and the target rate of return (e.g., "hurdle" rate), or range of rates of return, for each type of investment.
- b. For DARs presented to the Board of Governors during Fiscal Years 2003, 2004, and 2005, please provide the total number of DARs on which the table requested in part a., above, is based.